

**ABSTRACT**

One problem with web-based information is that it is typically presented without being personalised or tailored to fit a particular user's needs and requirements. Another problem relates to calls such as telephone calls, video calls or other multimedia calls made between two or more call members. Here it is often required to provide detailed information during the call. By storing a plurality of web pages and associating each of those web pages with information about one or more potential calls, it is possible to select one of those web pages for provision to a particular call member. For example, a user may store a web page for provision to family members, another for customers, and another for new enquiries. Information about a call is obtained and used to select an appropriate one of the stored web pages. This selected web page is then provided to the call member which is for example a wireless terminal with a web browser arranged to display the web page. The web pages may be stored on a web server or alternatively on the terminal used by the call member to take part in the call.

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